

Now you can apply online: www.ACCESSNebraska.ne.gov



ACCESSNebraska: What it means to you

Don't wait in line...Apply on-line!

What Is ACCESSNebraska...Really?

ACCESSNebraska is a lot more than an on-line application and screening process. It's the Department of Health and Human Services (DHHS) new economic assistance service delivery system which includes on-line applications and screenings, electronic records, universal case load management and customer service centers. ACCESSNebraska will use the benefits of electronic applications, customer service centers and electronic document storage to provide quick, accurate and confidential services to you and your family. This process saves time, trees, energy and resources.

What will change with ACCESSNebraska?

- A team of DHHS workers will specialize in three aspects of your case; interviewing, processing and making changes. Eventually, you will no longer be assigned to a specific worker.
- You will have the ability to use a screening tool to review which programs you may be eligible for prior to completing an application online.
- You will complete your interview for new applications or reviews on the telephone once an application is received by DHHS.
- Your verifications will be scanned and stored as an electronic record.
Please send copies of your verification documents for scanning as they will not be returned to you.

How does this benefit you?

- You have 24 hour access to the online application to apply for benefits and complete eligibility reviews online from any computer.
- The online application only asks the questions related to the benefits you want to apply for. There are no unnecessary questions or long questionnaires to complete.
- DHHS will receive your application right away if you apply online. There is no mail time, expense or need for transportation.
- You have 24-hour access to the automated Voice Response Unit (VRU) to get information and updates about your case.



To check on the status of your benefits call the Voice Response Unit at 1-800-383-4278.



ACCESSNebraska Computer Tips for Customers

Use the correct web site – www.ACCESSNebraska.ne.gov – If you use a web site ending in “.com,” or anything else, you will be connected to a website which is not owned by the State of Nebraska and is not our application.

Technical assistance:

Complete the screening tool to help you decide for which programs you want to apply.

Click the **Help** button at any time you don't know how to answer a specific question. The **Help** button also gives you some tips on how to move from screen to screen.

Establish a user ID and password. This will save the information that you entered. You can return to the application within 30 days to finish it.

If you are unable to see the **Continue** button on the bottom of the screen, you may need to change the resolution on your computer. The correct screen resolution is 1024 x 768.

To change the screen resolution on most computers:

Click the **Start** button on the lower left corner of your screen.

Click **Control Panel**

Double click [Display](#)

Click the **Settings** tab,

Under **Screen resolution**, drag the slider to 1024 x 768, and then click **Apply**.

When prompted to apply the settings, click **OK**. Your screen will turn black for a moment.

Once your screen resolution changes, you have 15 seconds to confirm the change. Click **Yes** to confirm this change.

Issues that may require you to use a different computer:

A wireless connection may drop the connection/signal

Dial up services are slow and can cause problems with the application.

If you are using an old computer it may not be compatible with the application

User ID and Passwords:

Create a User ID and Password you can easily remember and write them down. Keep them in a safe place so no one else can access your application. If you forget your User ID or password, you must start a new application. If you need to get back into your application you must enter the exact User ID and password.

Wrong User ID or password – ACCESSNebraska allows 3 attempts to log in. If the computer locks you out, you must start a new application.

Double check your application:

There are no **back** buttons on the application screen.

Make sure you have selected ALL the benefit programs for which you want to apply.

When you enter your date of birth, double check to be sure that you entered your birth year and **not** the current year.

At the end of each set of questions there is a summary page with change buttons that allow you to make corrections.

Before you submit the application, you can review your answers by clicking on the **start** button in the upper left hand corner of the screen.

Electronic signature: Remember to click on the **electronic signature** button and then click **submit**. These buttons must be clicked to submit your application to DHHS. A confirmation number will be provided to indicate that it has been received. Write down this confirmation number. If you include your e-mail address on the signature page you will receive an electronic confirmation.

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